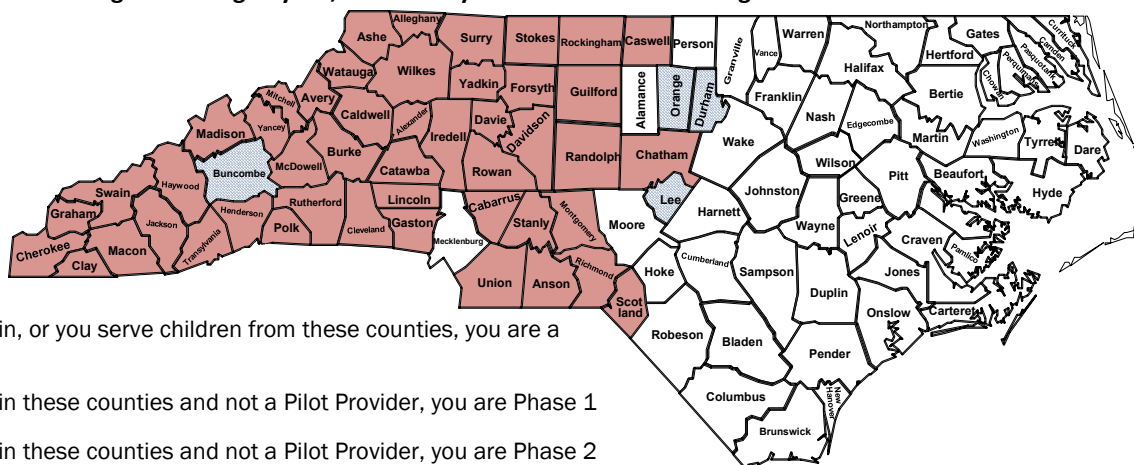




Welcome to the fifth issue of the Provider Bulletin! We have additional information to share about changes coming to Subsidized Child Care Assistance (SCCA). In this issue, we will discuss Provider Portal go-live and support. The bulletins are just one type of readiness material available on the Division of Child Development and Early Education (DCDEE) website (http://ncchildcare.nc.gov/general/mb_NCFast.asp). Please check the website regularly for new materials, like the next edition of this bulletin, coming on June 15th.

Provider Portal Coming Soon

The Provider Portal is nearly ready for launch, and it is time to share the detailed plan to begin using it. At this point, providers should have communicated their NCIDs to their County DSS/LPA. The next steps will be to have the DSS link the NCIDs, followed by Providers using the Provider Portal to enroll. Later this fall, Providers will begin using the Provider Portal to accept vouchers and record attendance. These steps will be completed in phases according to the map and table below. **Pilot Providers will begin enrolling July 1st, followed by Phase 1 Providers on August 1st and Phase 2 Providers on September 1st.***



LEGEND

- If you are located in, or you serve children from these counties, you are a Pilot Provider
- If you are located in these counties and not a Pilot Provider, you are Phase 1
- If you are located in these counties and not a Pilot Provider, you are Phase 2

	Pilot Providers	Phase 1 Providers	Phase 2 Providers
June 2016	DSS will link your NCID. No action needs to be taken by the Provider	No action needs to be taken by the Provider	No action needs to be taken by the Provider
July 2016	Provider Portal Enrollment Period	DSS will link your NCID. No action to be taken by the Provider	DSS will link your NCID. No action needs to be taken by the Provider
August 2016	After successful Enrollment, no action needs to be taken by the Provider	Provider Portal Enrollment Period	DSS will link your NCID. No action needs to be taken by the Provider
September 2016	No action needs to be taken by the Provider	Provider Portal Enrollment Period	Provider Portal Enrollment Period
October 2016	Pilot Counties Go-Live with NC FAST. Providers begin to accept vouchers in the Provider Portal	After successful Enrollment, no action needs to be taken by the Provider	Provider Portal Enrollment Period
November 2016	Providers continue to accept vouchers and must complete November and future months' attendance in the Provider Portal	Phase 1 Counties Go-Live with NC FAST. Providers begin to accept vouchers in the Provider Portal	After successful Enrollment, no action needs to be taken by the Provider
December 2016		Providers continue to accept vouchers and must complete December and future months' attendance in the Provider Portal	Phase 2 Counties Go-Live with NC FAST. Providers begin to accept vouchers in the Provider Portal
January 2017			Providers continue to accept vouchers and must complete January and future months' attendance in the Provider Portal

*Providers will only be able to enroll in the Provider Portal after they are linked by the DSS.



Who do providers contact for support?

Question/Issue	Contact	Availability
<p>Technical questions about an NCID, for example...</p> <ul style="list-style-type: none"> What happens if I get an error when trying to submit my NCID request? What type of NCID do I currently have? 	<p>NC Identity Management: https://ncid.nc.gov "contact us" link to ITS: its.incidents@its.nc.gov or 800-722-3946</p>	<p>Already available Hours: seven days per week, 24 hours per day</p>
<p>Questions about SCCA policy and non-technical questions about vouchers, attendance, private-pay count, payment amounts, reporting rate changes, etc.</p>	<p>County DSS/LPA: http://ncchildcare.nc.gov/Providers/Providercontacts.asp (look up County LPA contact information here)</p>	<p>Already available Days and hours may vary by county</p>
<p>Questions about Provider Portal functions and technical issues, including accepting vouchers, completing attendance, completing private-pay count, viewing payment history, reporting rate changes, etc.</p>	<p>Provider Help Desk: 919-813-5460</p>	<p>Available at Provider Portal Go-live* Normal hours: M-F, 8a-6p Additional hours (1st-5th): M-F, 6p-9p; Sa, 8a-6p; Su, 12-6p</p>
<p>Technical questions about setting up direct deposit</p>	<p>FIS Merchant Services: 800-894-0050</p>	<p>Already available Hours: M-F, 9a-6p</p>
<p>Technical questions about direct deposit, for example, availability of funds, bank accounts, rejected payments due to bad bank account information, 1099, etc.</p>	<p>NC FAST direct deposit processor, FIS Merchant Services: www.ebtedge.com or 866-266-0180 (caller will need Provider Location ID)</p>	<p>Available at NC FAST go-live for provider payments (Fall 2016) Hours: seven days per week, 24 hours per day</p>

*The Provider Help Desk will not be available during NC FAST update release weekends. It will offer additional hours between the 1st and 5th days of each month to support the required completion of monthly attendance rosters. Hours may be adjusted based on call volume in the future. As a best practice, each provider should designate one staff member to track support requests as they are submitted, making sure each is only reported one time. Following this process will enable the Provider Help Desk to respond to support requests as soon as possible.